

## **TELECOMMUNICATIONS ASSISTANCE PROGRAM (TAP)**

### **Report for Period FY 97 to FY 01**

TAP began in 1984 to help deaf, deaf-blind and hard of hearing persons on low incomes to purchase telecommunication devices. Seventeen years later, TAP is a very important program that continues to provide financial assistance to eligible persons. TAP supplements TEPP (Telecommunications Equipment Purchase Program) vouchers, which is administered by the Public Service Commission (PSC). TEPP requires a consumer to make a \$100 co-payment prior to purchasing a telecommunications device. This is where TAP comes in to provide the needed \$100 co-payment for eligible low-income persons.

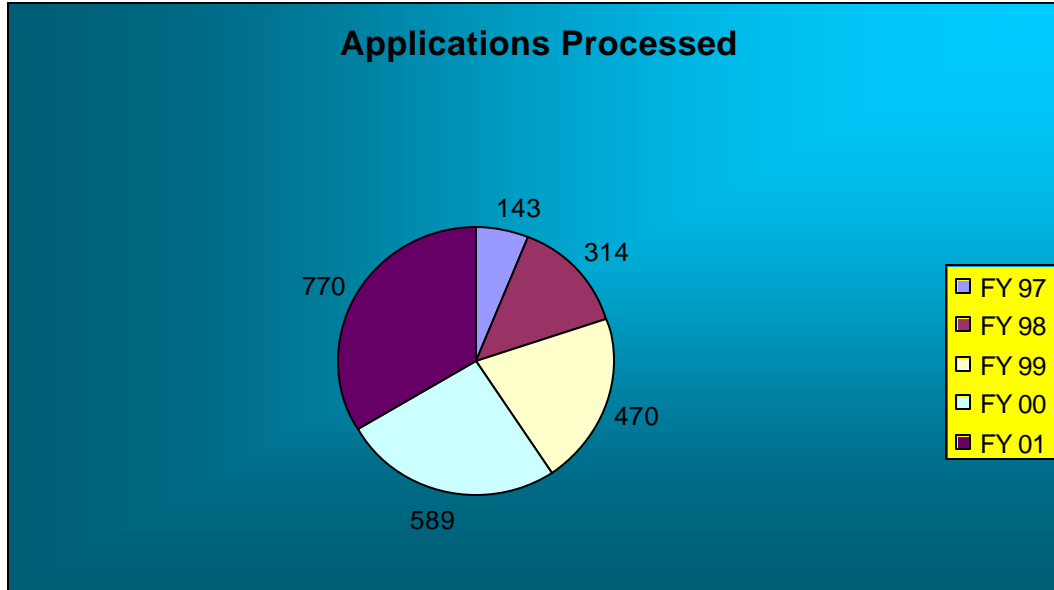
In the years since 1997 applications for TAP vouchers have increased significantly. However, the actual use of the vouchers has dropped.

### **Variations between applications approved and actually used**

<b><u>Year</u></b>	<b><u>Approved</u></b>	<b><u>Actually Used</u></b>	<b><u>% Used</u></b>	<b><u>% Unused</u></b>
<b>1997</b>	<b>143</b>	<b>129</b>	<b>90%</b>	<b>10%</b>
<b>1998</b>	<b>314</b>	<b>246</b>	<b>78%</b>	<b>22%</b>
<b>1999</b>	<b>470</b>	<b>395</b>	<b>84%</b>	<b>16%</b>
<b>2000</b>	<b>589</b>	<b>451</b>	<b>77%</b>	<b>23%</b>
<b>2001</b>	<b>770</b>	<b>614</b>	<b>80%</b>	<b>20%</b>

What this data shows is that a follow up on consumers who are approved to receive, but have not used, TAP vouchers needs to be aggressively pursued. This also shows the efforts and collaboration with various agencies and vendors the BDHH Regional Offices coordinated to ensure that more consumers are aware of the availability of this program, and encouraged to apply if they are eligible.

If you are eligible for this program, do apply! Or, if you know someone who can benefit from the program, please let him or her know! You can find the BDHH Regional Office nearest you by going to this website, <http://www.dhfs.state.wi.us/sensory/>; click on the "Contact Us" link. Or, call the BDHH Central Office at (608) 266-3118 (TTY or voice) to find the Regional Office nearest you.



**Leading Counties of the last 5 years (Top 5 selected)**

**FY 97**

Milwaukee – 37  
Dane – 14  
Eau Claire – 11  
Waukesha – 9  
Brown – 8

**FY 98**

Milwaukee – 85  
Waukesha – 23  
Dane – 19  
Brown – 17  
Kenosha – 14

**FY 99**

Milwaukee - 131  
Dane - 31  
Waukesha - 25  
Winnebago - 21  
Brown – 20

**FY 00**

Milwaukee - 172  
Waukesha – 34  
Dane – 28  
Eau Claire – 27  
Rock – 26

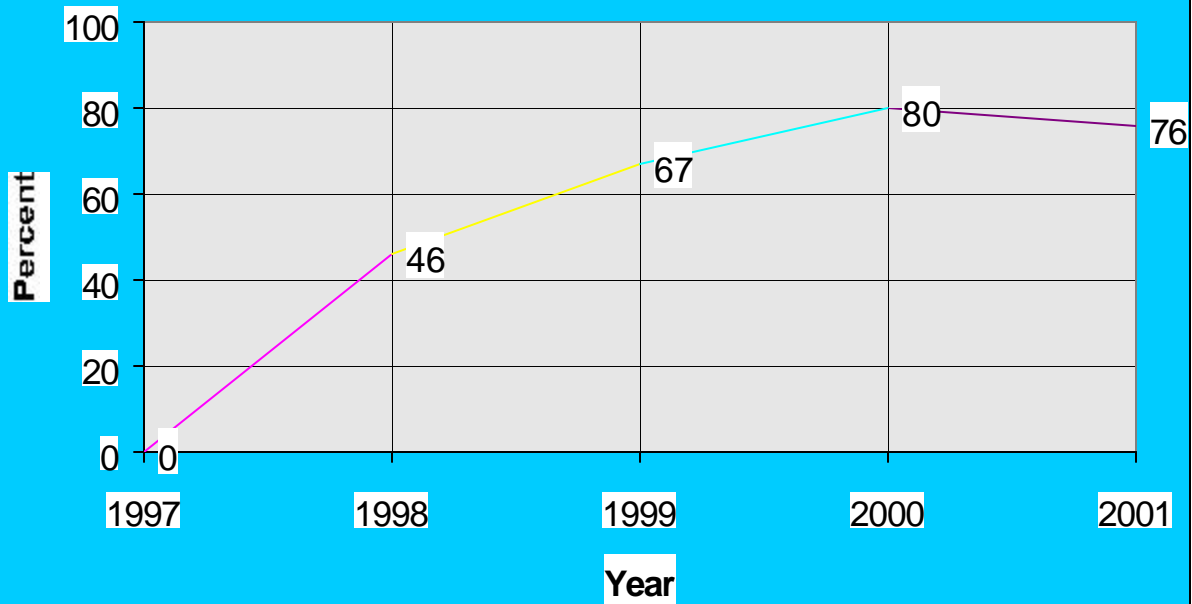
**FY 01**

Milwaukee – 214  
Rock – 124  
Dane - 46  
Waukesha - 35  
Eau Claire – 28

**FY 02**

To be compiled  
in August 02.

## Yearly Percentage Increase of TAP applications



- From 1997 to 1998, there was an 46% increase.
- From 1998 to 1999, there was an 67% increase.
- From 1999 to 2000, there was an 80% increase.
- From 2000 to 2001, there was an 76% increase.

## TAP Total Per Region

(based on Fiscal Year July 1st, 1996-June 30th, 2001)

	1997	1998	1999	2000	2001	Total	% of total	
<b>Western Region</b>	19	45	97	121	92	374	16%	39%
(19 Counties)								
<b>Northern Region</b>	12	32	35	36	59	174	8%	
(15 Counties)								
<b>Northeastern Region</b>	29	56	88	73	91	337	15%	
(17 Counties)								
<b>Southern Region</b>	21	37	54	74	192	378	17%	61%
(13 Counties)								
<b>Southeastern Region</b>	25	59	65	113	122	384	17%	
(7 Counties)								
<b>Southeastern Region II</b>	37	85	131	172	214	639	28%	
(1 County)								
<b>Total</b>	143	314	470	589	770	<b>2286</b>	<b>100%</b>	

